

## Equipment CONTROLS

### Mode Buttons

- » **SAT:** controls your satellite. You will stay in SAT mode most of the time.
- » **TV:** controls your TV.\*
- » **VCR:** controls your VCR or DVD player.\*
- » **AUX:** controls other equipment such as a second TV or DVD player.\*

### Power & TV Power

- ⏻ Turns the receiver on/off.
- 📺 Turns the TV on/off.\*

### Menu

Access features and settings including: Parental Locks, Favorites Lists, Customer Support and more.

### TV/Video Input

Press to see video from other equipment connected to your TV while in TV mode.

## Basic Navigation CONTROLS

### Page

Move up/down in on-screen menus and Program Guide one page at-a-time.

### Guide

Display current and future TV program listings. Also toggles lists between ALL Chan, ALL Sub, ALL HD, FAVORITES.

### Arrows

Channel up/down, navigate menus and the guide.

### Select

Select a show or menu option – like an enter button.

### Browse (right arrow)

Look for other channels while watching TV.

### Themes (left arrow)

Search for programs by categories such as sports.

### View Live TV

Return to watching live TV. Also exits all on-screen menus.

### Recall

Go back to the last channel viewed.

### Info

Display additional program info.

### # Search

Search for a program by name or by category.

## Auxiliary CONTROLS

Remote can be programmed to operate basic functions of VCR and DVD players.\* To get more information on DVR functionality, go to [www.dishnetwork.com](http://www.dishnetwork.com).

## Special CONTROLS

### Recover

Recovers satellite programming if your TV input or channel has changed.\*

### DISH

Access DishHOME Channel 100 to explore interactive TV features.

### Format

Changes the shape of the picture on your TV screen to match the frame size of the program you are watching. Choose between Normal, Stretch, Partial Zoom, Zoom or Gray Bar.



# TV VIEWING BASICS

## Important Features of Your Receiver

### SAT Mode Button:

You will need to stay in SAT mode to use the remote control, even when operating your TV's volume, power and mute functions.

The "mode" you are in will light each time you touch a remote control button.

Turns the satellite receiver on or off.


Turns the TV set on and off.

Remote must be programmed to control TV. See User's Guide for details.

### To watch TV or if you lose video:

- » Make sure TV is set to channel 3 or \_\_\_\_\_ (channel/input)  
(Use the stickers in your User's Guide to help remind you which channel/input.)
- » Make sure receiver is ON. Green light will be visible on the receiver.

## On-Screen Program Guide

- » Press the GUIDE button to view the On-Screen programming guide.
- » Press GUIDE again to bring up a pop-up menu asking which guide to display.
  - **ALL Chan:** All DISH Network channels
  - **ALL Sub:** All channels you subscribe to
  - **ALL HD:** All HD channels you subscribe to
  - **FAVORITES:** Only your Favorite channels – For Favorites Lists set-up, press the Menu button , select PREFERENCES, then select FAVORITES.
- » If you prefer to toggle through the various guides by pressing the GUIDE button, it's easy to disable the pop-up menu feature. Press GUIDE until the pop-up screen comes up, select FAVORITES, select GUIDE button and select DONE.



## Get Connected

Connecting a **phone line** or **high-speed Internet** connection into the receiver unlocks many great features.

### Phone Line Benefits and High-Speed Internet Benefits

- » Caller ID\* – See who's calling right on the screen.\*\*
- » Change your programming packages on DishHOME Channel 100.\*\*
- » Order Pay-Per-View with your remote control.
- » Play exclusive interactive games on DishHOME Channel 100.
- » Your receiver will let DISH Network know that it is running smoothly.



\*With subscription to Caller ID through your local phone company. \*\*Not available with high-speed Internet connection.  
† Not available on 411 receiver.

# TROUBLESHOOTING & FEATURES

## Quick Fixes for Most Common Problems

DISH Network prides itself on its top-of-the-line receivers. In the event you experience any problems watching or controlling your TV, try these quick fixes:

### Blue, Black, Frozen or Snowy Screen:

- » **Reset Your Receiver:** If you see a blue, black, frozen or snowy screen, press and hold the POWER button on the front panel of your receiver for about 5 seconds. The receiver will restart and should return to programming in just a few minutes. Resetting your receiver is like re-booting your computer.



Receiver image may vary.

- » **Your TV May Be On The Wrong Channel / Input:** See the "TV Viewing Basics" panel to make sure your TV is set to the correct channel number or input.

### Remote Won't Work:

Try replacing the batteries in your remote control. You may see a message on your screen regarding low battery strength.


### Satellite Signal Message:

If you get an "acquiring satellite signal" message, your signal will be restored within minutes, not days or weeks like with cable. This is rare, and almost always temporary.

If you have had inclement weather and continue to have signal issues after the weather clears, make sure your dish antenna is not covered by snow, ice or a fallen object. If it can be accessed safely and easily, gently clear your dish.

## Parental Locks

You can password-protect programming based on rating or on a channel-by-channel basis.

1. Press the MENU button , select LOCKS.
2. Select the LOCKS option you prefer (such as "Lock PPV").
3. Select LOCK SYSTEM and choose a password.

## Where do I go for 24/7 help?

-  **www.dishnetwork.com/welcome**
-  **Receiver User's Guide**
-  **Channel 100 – DishHOME Interactive TV**
-  **Channel 101 – DISH Network Neighborhood**
-  **Customer Support: 1-888-211-7631**